



## ***DNYANESHWAR DANDGE***

Mobile no-+91 7057655880

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Application for :- Banquet Manager.

### **Professional Synopsis**

☞ A highly **result oriented**, versatile hospitality professional, **dynamic Team Leader** with over 17 yrs. of experience, providing decisive leadership, and guidance with a proven **ability to effectively manage operations in intensely competitive environments**. Areas of expertise in:

***Hospitality Operations & Catering Management (Banquets, Bar, Coffee shop)***

***Client Management & Relationship Building***

***Thought Leadership***

- ☞ **Motivated team contributor** with a sense of commitment to innovate operational efficiency, minimize risks and coordinate cross-functional and multi functional processes to perform at levels.
- ☞ Ability to work in the absence of clear directions towards enunciated organizational goals and **achieve set targets in time-space constraints**. Effective Team Leader style of utilizing the motivational approaches to achieve highest levels of performance from team members.
- ☞ Track record of **developing SOP's and operational policies**, planning & **implementing effectively**.
- ☞ Outgoing, multi-talented and **multi linguistic individual** with expertise in delivering the highest level of customer service. **Excellent strategic thinker and problem solver**.
- ☞ **Skilled Decision Maker**; Persuasive Motivator and **Change Facilitator** can blend with ease at all hierarchy levels and diverse backgrounds.
- ☞ Willingness to take risks and **synergize operations to enhance employee performance** for peak organizational effectiveness and growth in a fast paced environment.

## Domain Skills

### General Administration

- ☞ **Coordinating** with all the departments *for smooth and efficient functioning*.
- ☞ Ensure that the Food and Beverage activities are that the Hotel Actions have been implemented where appropriate.
- ☞ Oversee and update the individual Outlet Operations Manuals.
- ☞ **Ensure that all F&B facilities and services yield maximum profitability for the hotel,**
- ☞ **Financial Management.**
- ☞ **Review the monthly profit and loss statement for outlets and derive inferences and develop action plans on the same.**
- ☞ Ensure that each profit centre (e.g. Outlet, Bar, Banquets) is operated in line with *maximizing profit while delivering on the brand promise*.
- ☞ Ensure that *each cost centre* (e.g. Stewarding) *operates with the lowest possible cost structure* while also delivering on the brand promise to the guest..

### Marketing

- ☞ **Prepare the promotion and marketing plans for the outlet.**
- ☞ **Develop** and implement *strategies to achieve a larger market and attract new segments*, for the various outlets.
- ☞ **Evaluate local, national and international market trends**, vendors and other hotel/restaurant operations constantly to make sure that the F&B operations remain competitive and cutting edge.
- ☞ **Maintain regular contacts with** individual *customers*, and *build strong relationships* with them.
- ☞ Retain guests and *enhance guest loyalty through relationship building* on the shop floor as well as *participating in various restaurant promotions* to position the restaurants as one of the fleet top restaurants.

### Operations Management

- ☞ **An extremely Hands-On professional**, I oversaw and monitored service operations directly in the outlets and banquets.
- ☞ **Develop systems and procedures** that achieve the *higher guest satisfaction*.
- ☞ Ensure through *regular monitoring of Guest Service* and feedback, prompt, efficient and accurate service to all guests and followed up personally on all guest related issues.
- ☞ **Constantly monitor the food and beverage products** served throughout the operation, provided feedback where appropriate.

### Customer Service

- ☞ **Ensure customer satisfaction by achieving delivery of service quality norms** by interacting with

clients, handle guests' requests & resolving complaints and hence using relationship for Business Development.

- ☞ Maintain regular contacts with individual customers, and build strong relationships with them.
- ☞ ***Ensure that all employees deliver the brand promise*** and provide exceptional guest service at all times.
- ☞ Spend time in public areas observing employee-guest interaction and talking with guests, and coach employees in guest service skills as and when necessary.

## Organizational Experience

Banquet Manager	Pride Hotels & Resorts Pune.	01/02/2021 to Till Date.
Restaurant Manager	P&O Cruises, London	22/05/2010 to 21/01/2021
F&B Executive	Sun n Sand Hotels & Resorts Pune.	24/11/2008 to 15/01/2010
F&B – Team Leader	Le Meridien Pune.	04/08/2004 to 29/09/2008
INDUSTRIAL TRAINING	Sun n Sand Hotel & Resorts Pune.	2003(6 months)
VOCATINAL TRAINING	Sherwood Resort Mahableshwar.	2003 (2 months)

## Achievements

- **Successfully completed** level 3 award in FOOD SAFETY FOR CARNIVAL UK from chartered institute of environmental health, LONDON.
- **Successfully completed** level 3 award in Allergen Management FOR CARNIVAL UK from chartered institute of environmental health, LONDON.

- **Successfully completed** level 3 award in Managing Integrated Pest Control FOR CARNIVAL UK from chartered institute of environmental health, **LONDON**.
- Successfully completed a training of PROFICIENCY IN SECURITY AWARENESS from FLEET TRAINING ACADEMY SOUTHAMPTON, LONDON.
- Successfully completed training for CROWD MANAGEMENT and MANUAL HANDLING from FLEET TRAINING ACADEMY SOUTHAMPTON, LONDON
- Successfully completed STCW(Standard of training and certificate of watch keeping) courses INSTITUTE OF MARINE STUDIES,MUMBAI.(approved by DIRECTORATE GENERAL OF SHIPPING,govt of India)

## Education

- ☞ **Diploma in Hotel Management** and Catering Technology from Global College of Hotel Management & Catering Technology Chinchwad Pune.
- ☞ **Bachelor of Business Administration** From Indira Gandhi National Open University.
- ☞ Class X and XII from Malkapur Education Society Buldhana.
- ☞ **Computer Skill.**
- ☞ Good knowledge of MS Office,Word,Excell
- ☞ Micros And I.D.S in Food & Beverage Service Software.

## Personal Details

Address :- Krishna icon gate no.443,Bld.no A2,Flat no.205, NR.Nanashri Lawns, Alandi Markal RD. Charholi Pune.

Date of Birth	11 <sup>th</sup> Feb 1986
Nationality	Indian
Passport number	P 2525493
Marital Status	Married
Languages Known	English, Hindi, Marathi.

Your Faithfully  
**Dnyaneshwar Dandge**